

# **Family and Social Services Administration Regional Report**



# Agenda for Today's Meeting

- Introductions
- Report on successes of 2002-03  
key priorities
- Identify challenges posed by 2004-05  
key priorities
- Outline vision for developing regional  
services
- Questions and Comments

# **Last year, FSSA...**

- Operated 157 programs with an annual budget of \$6 billion.
- Provided services to more than 750,000 Hoosiers in all 92 counties.

# Whom We Served

- 17,000 individuals with developmental disabilities.
- 68,200 individuals with mental illness.
- 24,600 at-risk children.
- 60,000 elderly.
- 750,000 Medicaid recipients.

*\*\*All numbers are estimates.*

# 2002-03 Priorities Overview

- Set in Fall 2001
- Clear, measurable and important goals focused on three key areas:
  - Expanding home- and community-based services.
  - Focusing on prevention and self-sufficiency.
  - Being accountable for resources.



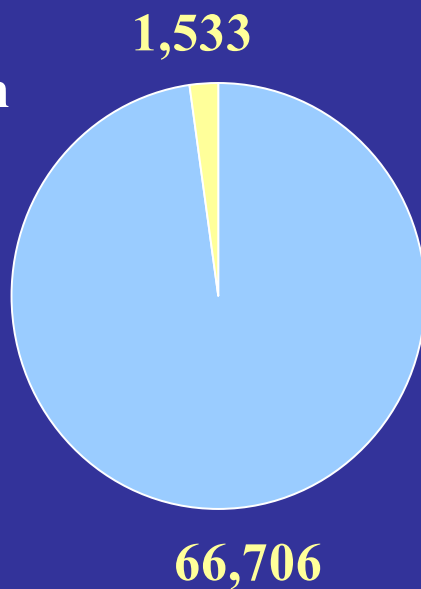
**With your help, we  
achieved most of these  
priorities!**

# **Expanding Home- and Community-Based Services**

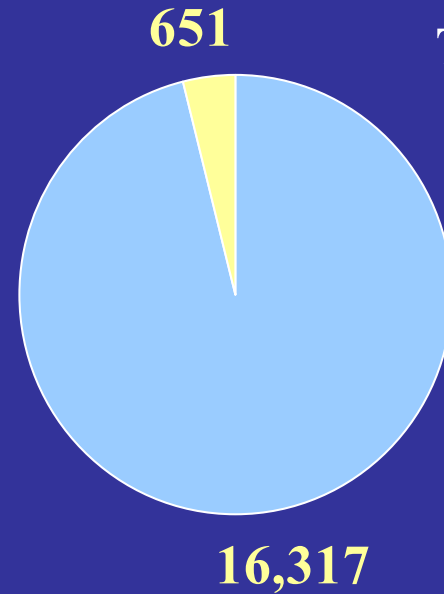
**Goal:** To provide services to individuals and families closer to home, allowing them to be more independent and involved in their communities.

# Community Services – FY 2003

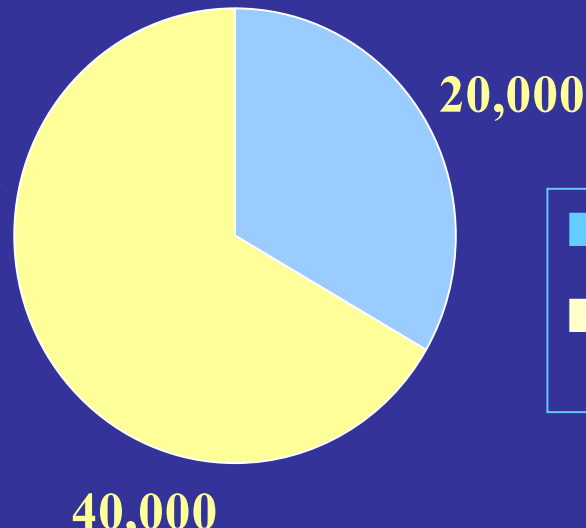
Total citizens with  
mental illness  
being served



Total citizens with  
developmental  
disabilities  
being served



Total aging citizens  
being served





# Expanding Home- and Community-Based Services

**Since July 1, 2001, FSSA has increased community capacity for:**

- The elderly by **4,876**. (Goal: 3,000)
- Individuals with Developmental Disabilities by **2,036**. (Goal: 2,000)
- Individuals with Mental Illness by **1,178**. (Goal: 480)
- At-risk children by **909**. (Goal: 500)

# Increasing Home- and Community-Based Services

**"I never knew this option was out there until my caseworker told me. I know the service is for me, but I needed it to take the load off my family."**

*~Janet Jeffries,  
a 50-year-old woman in  
Fort Wayne benefiting from a  
Medicaid waiver*

**\*\*Published in the *Fort Wayne News Sentinel*, June 5, 2003**

# **Expanding Home- and Community-Based Services**

## **For Hoosiers with Developmental Disabilities:**

- Trend of closing large institutional residential settings continues – New Horizon Developmental Center (65 consumers moved to community) and Manor Care (32 consumers moved to community).
- State Developmental Center census declined by 150 individuals over the biennium.

# **Expanding Home- and Community-Based Services**

## **For Hoosiers with Developmental Disabilities:**

- Nearly 800 people began receiving community based services for the first time via the new Support Services waiver.
- Expansion of Developmental Disabilities and Autism waivers provided more than 600 people with supported living services through 317 plan funds.

# Expanding Home- and Community-Based Services

## **For elderly Hoosiers:**

- 1,600 new people were added to the Aged and Disabled waiver, reducing the waiting list to less than 400 people.
- Area Agencies on Aging diverted approximately 300 people from nursing homes onto priority Aged and Disabled waivers.
- People receiving services through the CHOICE program and the federal Administration on Aging expanded by approximately 1,700 individuals.

# **Focusing on Prevention and Building Self-Sufficiency**

Goal: To work with families, communities and civic leaders to improve the quality of life for Hoosiers by increasing self-sufficiency and preventing abuse and neglect.

# Focusing on Prevention and Building Self-Sufficiency

**Since July 1, 2001, FSSA has:**

- Helped families on public assistance increase their earnings by more than **15%** through increased child support collections, the earned income tax credit and competitive employment.
- Served **18,792** children at risk of developmental delays in the First Steps program. (Goal: 18,000)

# Focusing on Prevention and Building Self-Sufficiency

- Screened **90%** of Hoosier births and offered Healthy Families services to **100%** of children identified as being at risk of abuse and/or neglect.



# Focusing on Prevention and Building Self-Sufficiency

**“I absolutely love this program.”**

~Charlotte, a first-time mother in the Terre Haute area who is benefiting from Healthy Families.

**\*\*Published in the *Terre Haute Tribune Star*, April 28, 2003**

# **Focusing on Prevention and Building Self-Sufficiency**

## **Conduct Healthy Families screenings for 90% of Hoosier births:**

- Healthy Families Indiana, a nationally recognized program, is the state's tool to fight child abuse and neglect.
- As of July 2001, 25 hospitals participated in the program. Today, we currently screen births in 94 of the state's birthing hospitals, allowing us to screen 92.4% of the annual births.

# **Being Accountable With Our Resources**

Goal: To ensure FSSA makes fiscally sound decisions and increases its accountability to clients by establishing measurable quality standards.

# Being Accountable With Our Resources

**Since July 1, 2001, FSSA has:**

- Reduced cost to the state for Medicaid services by **\$250 million**.
- Achieved non-Medicaid state savings of **\$150 million**.
- Leveraged **\$37 million** in federal funding. (Goal: \$30 million)
- Increased grant revenue by **\$6.2 million** over the prior biennium. (Goal: \$1 million)
- Audited **25%** of providers based on risk assessment.

# Being Accountable With Our Resources

- Worked with stakeholders and partners to develop and implement measurable standards to evaluate services in both the community and state-operated facilities.
- Invested in “Six Sigma,” a problem solving tool that will save **\$3.3 million** annually in State and Federal funding on the first seven completed Six Sigma projects alone.

# Being Accountable With Our Resources

- Produced “FSSA: A Report on Families” detailing how Indiana ranks nationally.



**FSSA: A Report on Families**

# **Being Accountable With Our Resources**

**Achieved \$250 million in Medicaid savings  
in 2002-03:**

- Three cost drivers in Medicaid: services, recipients, reimbursement.
- Focus on policy changes that decrease costs and preserve care. Major examples:
  - **Nursing Homes**
  - **Pharmacy**
  - **Managed Care**
  - **Eligibility Loopholes and Asset Shelters**
  - **Program Integrity**

# **Together, We have Accomplished**

## **Our Partners**

- **9,887 FSSA employees**
- **Community partners**
- **Advocates**
- **Providers**
- **Hospitals**
- **Judges**
- **Clients**
- **Prosecutors**
- **Legislators**
- **Other state agencies**
- **Elected officials**
- **Business leaders**
- **Community leaders**
- **And many more**



# Where We Fell Short

- Redirecting funding from institutions to community- and home-based options.
- Increasing number of licensed child care slots by 10%.
- Having 100% on-time contracts.

# Funding Limitations

- In addition to reducing state funding by \$150 million, FSSA also saw a federal funding gap of more than \$50 million in TANF funds.

# **How Many Hoosiers Can \$1 Million Help?**

**For one year (and for any of the following populations), \$1 million would provide:**

- 667 children health care coverage
- 273 pregnant women appropriate pre-natal care
- 364 Hoosier seniors prescription drug benefits
- 138 individuals services through CHOICE
- 300 children full-time, licensed day care
- 1,400 Hoosiers job retention services

**There's still more  
work to be done,  
and we need your help!**

# **FSSA's 2004-05 Biennium Priorities**

- Continue to increase access to and quality of home- and community-based services.
- Continue focusing on prevention and self-sufficiency.
- Continue working to ensure Hoosiers are healthy and safe.
- Continue holding ourselves accountable to the taxpayers.



# Key Priorities

To be achieved by June 30, 2005

**CHILDREN**

**ADULTS  
AND  
FAMILIES**

**SENIORS**

## FSSA Works for Hoosiers

At FSSA, our mission is clear: to help Indiana's children, families, adults and seniors be safe and healthy—and as independent and self-sufficient as possible.

### Expand home and community-based services for an additional:

- 1,000 senior citizens
- 1,000 people with developmental disabilities
- 800 troubled children
- 480 people with mental illness

### Prevent problems and build self-sufficiency

- Healthy Families: screen 90% of births; offer services to 100% of at-risk families; ensure that 99% participants have no substantiated abuse or neglect
- First Steps: serve 18,000 children, with 95% achieving documented developmental gain
- Public Assistance: Increase earnings and savings of families by 15 percent
- Supported employment: Meet or exceed the national average for people with disabilities or severe mental illness
- Long term care insurance: Help 15,000 Hoosiers acquire new policies

### Keep Hoosiers healthy and safe

- Hoosier Healthwise: More than half of children will receive at least five well child visits from birth to 15 months
- Chronic disease management: Medicaid clients who have asthma, congestive heart failure, diabetes and HIV/AIDS will achieve specific clinically measurable improvements each year
- Hoosier Rx: Double enrollment to 30,000

### Accountability

- Publish, implement and operate with consistent metrics throughout FSSA to assess and improve quality and effectiveness of services
- Earn a top five national rating for efficient use of information technology in a social services agency



# Increasing Home- and Community-Based Services

FSSA will work to expand home- and community-based services for an additional:

- **1,000** senior citizens
- **1,000** people with developmental disabilities
- **800** troubled children
- **480** people with mental illness

# Focusing on Prevention and Building Self-Sufficiency

- **Healthy Families:** Screen **90%** of births; offer services to **100%** of at-risk families; ensure that **99%** of participants have no substantiated abuse or neglect.
- **First Steps:** Serve **18,000** children, with **95%** achieving documented developmental gain.



# Focusing on Prevention and Building Self-Sufficiency

- **Public Assistance:** Increase earnings and savings of families by **15%**.
- **Long Term Care Insurance:** Help **15,000** Hoosiers acquire new policies.
- **Supported Employment:** Meet or exceed the national average for people with disabilities or severe mental illness.

# Supported Employment

**"There's a lot of people like John. They need a job; they need to get out in the world."**

*~Alice Sparks, mother of John Stepp, who is benefiting from supported employment.*

# Keep Hoosiers Healthy and Safe

- Hoosier Healthwise: More than half of children will receive at least **5** well child visits from birth to 15 months.
- Hoosier Rx: Double enrollment to **30,000**.
- Chronic Disease Management: Medicaid clients with asthma, congestive heart failure, diabetes and HIV/AIDS will achieve specific clinically measurable improvements each year.

# Chronic Disease Management

- Key to Medicaid's success is improving health outcomes by controlling utilization and increasing quality of care.
- Focus on chronic diseases: diabetes, congestive heart failure, asthma, hypertension, other high risk conditions.
- Unique partnership between Medicaid and Department of Health designed to:
  - Create a comprehensive sustainable locally based infrastructure to support primary care providers and Medicaid members.
  - Redesign health care delivery across the state, for all patients.

# Chronic Disease Management

## Key Components and Partners

- Call Center – AmeriChoice
- Nurse Care Manager Network – Indiana Minority Health Coalition and Indiana Primary Health Care Association
- Training and Protocols – MacColl Institute, Institute for Healthcare Improvement
- Electronic Data Registry – Mountain Pacific Quality Health Foundation
- Measurement and Evaluation – Regenstrief Institute

# Being Accountable With Our Resources

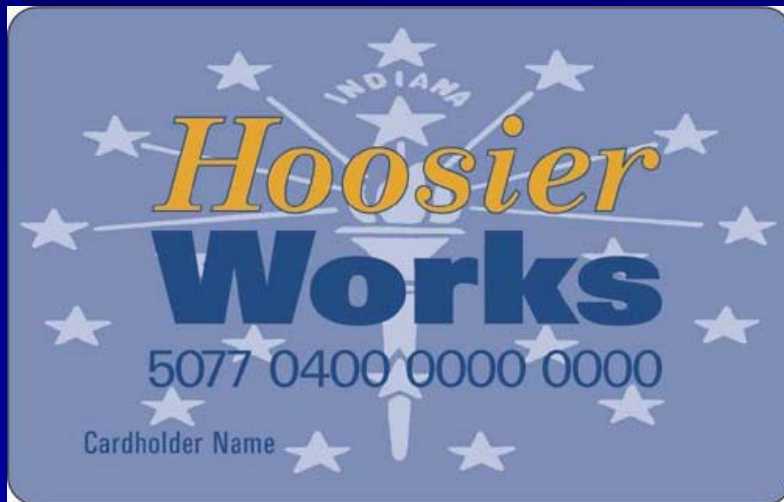
## **FSSA will:**

- Publish, implement and operate with consistent metrics to assess and improve quality and effectiveness of services.
- Earn a top **5** national rating for efficient use of information technology in a social services agency.

# Top 5 Technology

- Why would a social service agency have a focus on Technology?

Technology is often the key to doing things faster, more efficiently, cheaper, more consistently.



Examples:

- Hoosier Works cards
- Help Indiana



[Stop Interview](#)

[Program selection](#)

[Applicant profile](#)

[Home](#)

## Screen By Category

[▶ Continue](#)

Select each category for screening by clicking on the button next to its name

☐ Children and Family Benefits

☐ Education and Training

☐ Emergency Cash Assistance

☐ Employment

☐ Financial assistance

☐ Health Related Benefits

☐ Housing and/or Utilities

☐ Legal Assistance Programs

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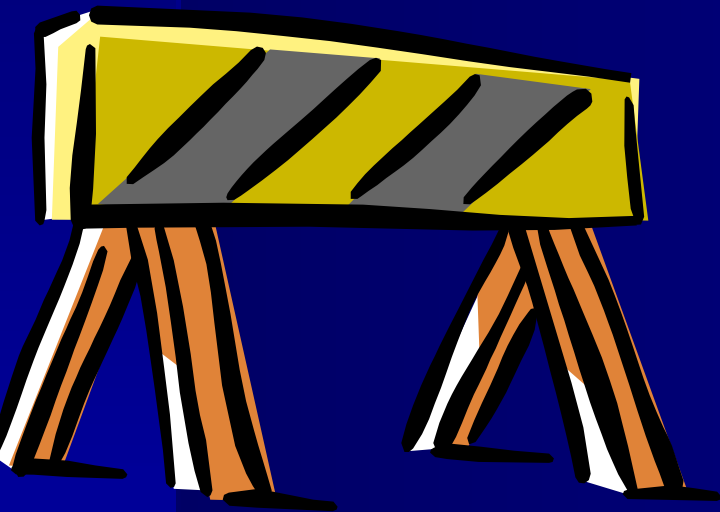


# **A Look to the Future...**

**Regional Planning  
and Services**

# CAUTION:

**Regional Services are a “Work in Progress”**



# Meet Jane Smith

Jane is a single mother of two who receives public assistance and Medicaid. She suffers from addiction. Her son has autism, and Jane is having difficulties parenting. Circumstances have led the local Office of Family and Children to begin the process for removing her children.

# Meet Mike Jones

Mike is a 19-year-old foster child with disabilities who has just aged out of the foster care program.

# Goals for Regional Services

- Improve collaboration and coordination.
  - Each division will have one manager responsible for each region's operations.
- Improve quality of life for clients.
- Streamline the system to ensure cost effectiveness and strong outcomes.
- Build on recommendations of State Operated Facilities Report.

# **Bottom Line:**

**Regional Services is doing  
what FSSA was designed to do.**

# How Will FSSA Build Regional Services?

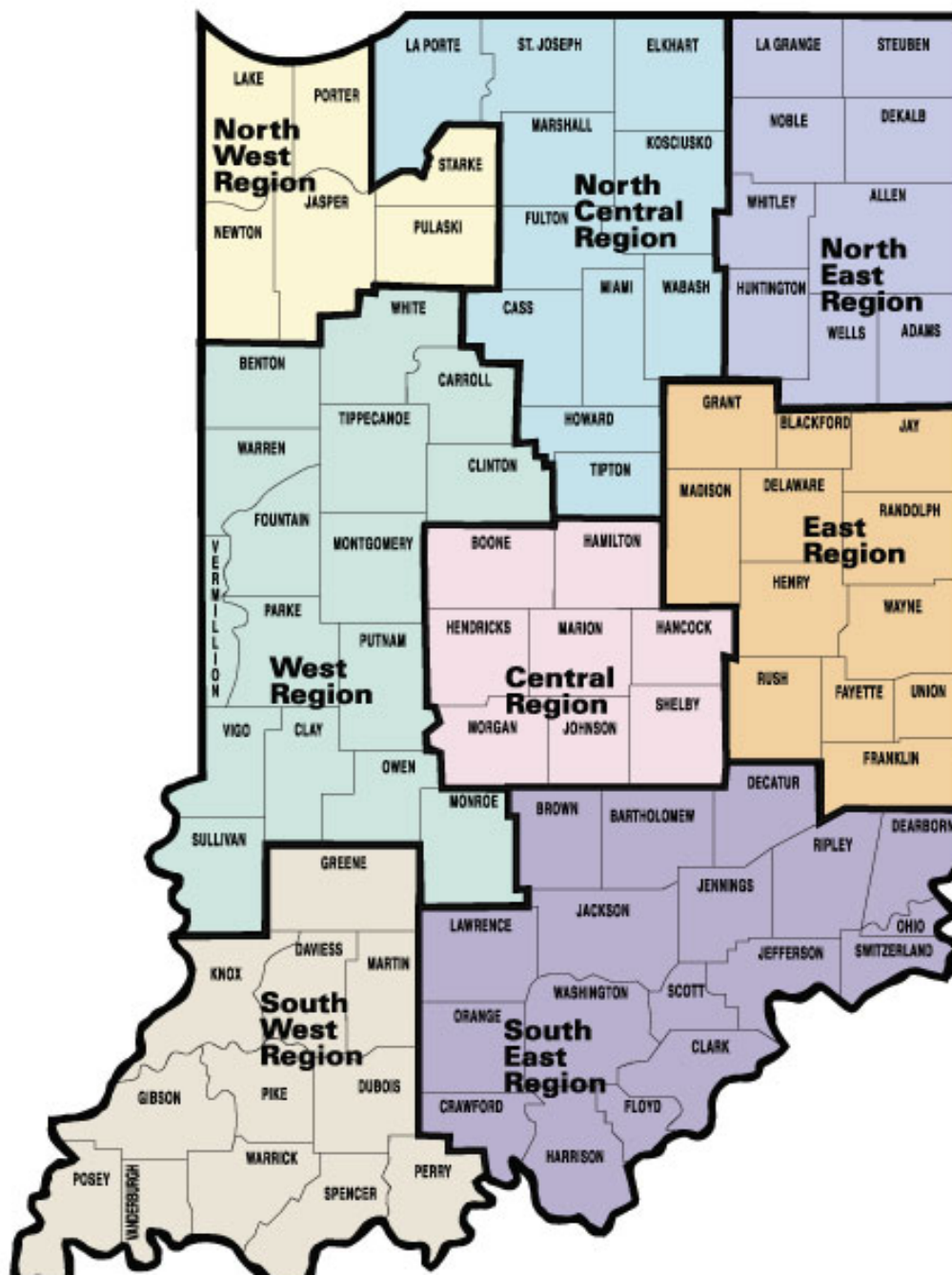
- FSSA is working to align divisions with eight-region structure.
- Regional steering teams consisting of advocates, providers, clients, and staff will assess social services to identify strengths and needs.
- Steering teams also will work on 1-2 projects that address the top priority needs.
- Regional managers will coordinate and develop services within their regions.

# Employees – Our #1 Resource

- As of July 1, 2001, we had 10,431 employees. Today, we have 9,887.
- Earlier this year more than 600 employees took early retirement.
- FSSA has 15% annual employee attrition.
- Working to support and motivate employees:
  - Employee satisfaction survey
  - Regular communication (Web chats and weekly emails).
  - Management training courses.
  - Recognition programs.



# FSSA Regions



# Meeting Recap

- With your help, FSSA has accomplished significant and important goals over the past two years.
- We continue to need your help.
- Regional Services are the path of the future.

**Thank you for all that  
you do!**

**Are there any questions  
or comments?**